

KSAs
Program Analyst
GS-343-12

1. Comprehensive knowledge of program analysis and evaluation methods, and of factors relating to problem identification, definition, and resolution.
2. Skill in planning, developing, analyzing, and evaluating new or modified Students Channel goals, programs, policies, and current initiatives.
3. Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches to identify and resolve significant issues and problems of a unique nature.
4. Ability to analyze and advise management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management.

KSA WEIGHTING SHEET

MPP#

Position Title, Series, and Grade Program Analyst, GS-0343-12

Organizational Location ED/SFA/Students Channel/Immediate Office of the General Manager

Weights established by Jennifer Douglas

Date xxx

<u>KSA</u>	<u>Weight</u>
1. Comprehensive knowledge of program analysis and evaluation methods, and of factors relating to problem identification, definition, and resolution.	
2. Skill in planning, developing, analyzing, and evaluating new or modified Students Channel goals, programs, policies, and current initiatives.	
3. Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches to identify and resolve significant issues and problems of a unique nature.	
4. Ability to analyze and advice management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management.	

Note: Weights must total 10. The weight for any one item can range from 1.0 to 4.0 in increments of 0.5.

Name of Selecting Official Jennifer Douglas, General Manager, Students Channel
Building and Room # ROB-3, Room 5050 Telephone 202-708-9951

KSA #1 Title: Comprehensive knowledge of program analysis and evaluation methods, and of factors relating to problem identification, definition, and resolution.

Points

Points: 4 SUPERIOR knowledge is indicated by: Experience determining data collection methods; analyzing regulatory, policy and resource problems; defining conclusions; recommending solutions; and coordinating implementation of management decisions. Experience conducting and coordinating management studies to evaluate programmatic and/or organizational effectiveness and efficiency; and experience defining issues and parameters.

Points: 3 HIGHLY SATISFACTORY knowledge is indicated by: Experience collecting and organizing a variety of data; analyzing programmatic, organizational or administrative issues; and presenting findings. Experience conducting management studies to evaluate programmatic and/or organization effectiveness and efficiency.

Points: 2 SATISFACTORY knowledge is indicated by: Experience collecting a variety of data; analyzing any aspect of programmatic, organizational or administrative issues; experience carrying out key activities of major management studies; and presenting findings.

Points: 1 BARELY ACCEPTABLE knowledge is indicated by: Limited knowledge of or experience with data collection and analysis techniques relating to any work-related issue.

Signature: _____ Date: _____

KSA #2 Title: Comprehensive knowledge and skill in planning, developing, analyzing, and evaluating new or modified Students Channel goals, programs, policies, and current initiatives.

Points

Points: 4 SUPERIOR skill is indicated by: Working knowledge of policies, goals and initiatives to strengthen Students Channel mission critical functions, including customer service, aid awareness, application processing and student credit management. Knowledge of current issues that impact Students Channel program and organization planning and implementation.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Knowledge of Students Channel mission, goals, organization structure and key stakeholders

Points: 2 SATISFACTORY skill is indicated by: General knowledge of Students Channel mission and goals. Knowledge of any current issues impacting Students Channel operations.

Points: 1 BARELY ACCEPTABLE skill is indicated by: Awareness of knowledge of Students Channel activities.

Signature: _____ Date: _____

KSA #3 Title: Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches to identify and resolve significant issues and problems of a unique nature.

Points

Points: 4 SUPERIOR ability is indicated by: Experience in applying analytical and evaluative methods and techniques in developing procedures and approaches to identify and resolve significant issues and problems of a unique nature related to Students Channel.

Points: 3 HIGHLY SATISFACTORY ability is indicated by: Experience in applying analytical and evaluative methods/techniques in developing procedures/approaches to identify and resolve issues/problems related to Students Channel.

Points: 2 SATISFACTORY ability is indicated by: Some experience with analytical and evaluative methods/techniques to identify and resolve issues related to Students Channel.

Points: 1 BARELY ACCEPTABLE ability is indicated by: Limited experience with analytical and evaluative methods/techniques to identify and resolve issues related to Students Channel.

Signature: _____ Date: _____

KSA #4 Title: Ability to analyze and advice management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management.

Points

Points: 4 SUPERIOR skill is indicated by: Experience in analyzing and advising management on the evaluation of the effectiveness of programs and operations related to Students Channel and provide recommendations where necessary. Experience developing procedures and systems for assessing the effectiveness of programs/management processes.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Experience in analyzing and advising management on the evaluation of programs and operations related to Students Channel.

Points: 2 SATISFACTORY skill is indicated by: Some experience in analyzing and advising management on the evaluation of programs and operations related to Students Channel

Points: 1 BARELY ACCEPTABLE skill is indicated by: Limited experience in the above.

Signature: _____ Date: _____